

DASHBOARD AND REPORT CARD

Innovation Award Finalist

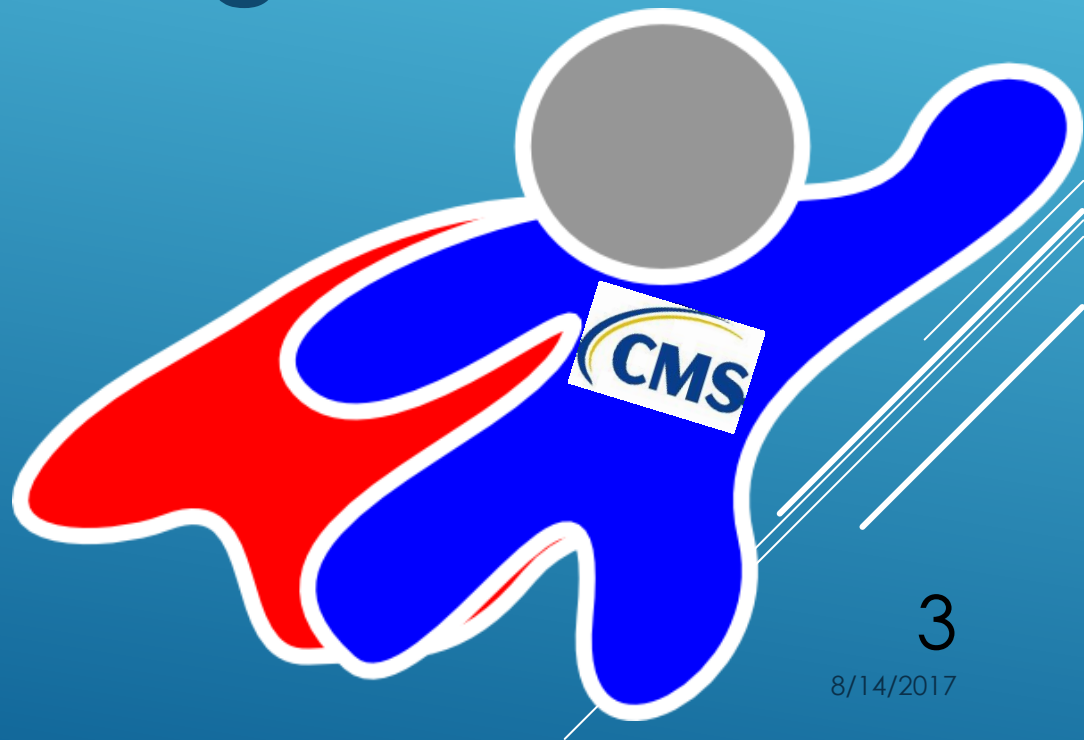


WHO WE ARE

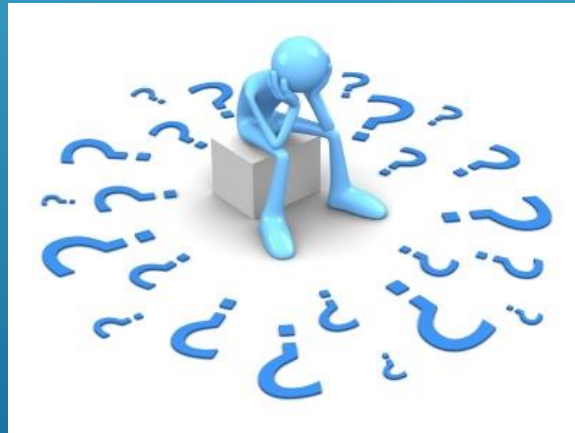
- **A Division under CMS**
- **Consortium of Medicare Health Plans Operations**

WHAT WE DO

- Account Management
- Casework
- Outreach



WHO, WHAT, WHEN



“The man who says
it can't be done is
generally
interrupted
by the person
doing it.”

Elbert Hubbard

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THE DAILY DASHBOARD

08.08.17 Dashboard Report

CLOSE HOLD - DO NOT SHARE

Aging

	2-13 Days	14 -30 days	31+ days	Total	↓
Total	34	10	14	58	

CMS Casework Daily Complaint Closure for 08.07.17

34

CMS Complaints Received for 08.07.17

16

Pending Plan Requests by Age

Over 2 days - 0

2 days and under - 20

Marketing

Less than 4 days - 0

Due in 4-7 days - 0

Due in 8 days or more - 11

HICS - Cases Received Report for 08. 07.17

Marketplace/Medicaid/CHIP Eligibility

11

Plan and Issuer Concerns

242

There were 7,662 new cases total nationally today.

Open HICS cases (daily change)

- Nationally, All Consortia and Offices - (was 56,027 on 08/07/17) 56,654 (+627)
 - KCRO, All Consortia - (was 1,493 on 08/07/17) 1,422 (-71)

Percent Gauge



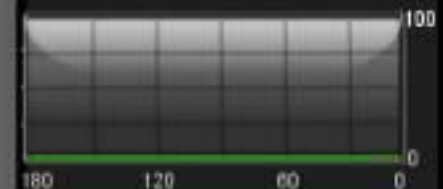
Perf Gauge



Percentage Bar



Resource Meter



THE DAILY DASHBOARD – MEDICARE CASEWORK MONITORING

08.08.17 Dashboard Report

CLOSE HOLD – DO NOT SHARE

Aging

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Total	34	10	14	58	

CMS Casework Daily Complaint Closure for 08.07.17

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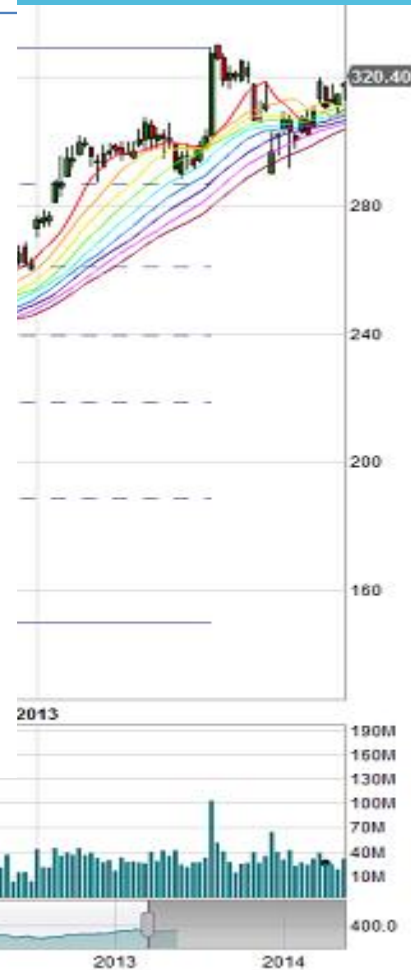
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THE DAILY DASHBOARD – ACA CASEWORK MONITORING

HICS - Cases Received Report for 08.07.17

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Case Received Report

Office	No category	Marketplace/ Medicaid/ CHIP Eligibility	Plan and Issuer Concerns	Legal and Administrative	1095 Issues	Machine Readable Discrepancies	Potential Fraud, Waste and Abuse	Total
Atlanta	0	78	1068	0	1	0	19	1147
Boston	0	3	350	0	0	0	4	353
Central Office	0	476	4	54	1333	0	82	1867
Chicago	0	35	909	0	0	0	17	944
Dallas	0	33	988	0	0	0	29	1021
Denver	0	4	186	0	0	0	1	190
Kansas City	0	11	242	0	0	0	3	253
New York	0	11	279	0	0	0	2	290
Philadelphia	0	17	387	0	0	0	6	404
San Francisco	0	5	226	0	0	0	3	231
Seattle	0	0	962	0	0	0	21	962
	0	0	0	0	0	0	0	4

Open Case Received Report

Office	No category	Marketplace/ Medicaid/ CHIP Eligibility	Plan and Issuer Concerns	Legal and Administrative	1095 Issues	Machine Readable Discrepancies	Potential Fraud, Waste and Abuse	Total
Atlanta	0	203	7102	1	6	767	134	8079
Boston	0	13	2938	0	0	146	51	3097
Central Office	1	4695	147	3255	4999	0	2687	13097
Chicago	0	148	7579	0	4	1573	168	9304
Dallas	0	77	9048	0	2	1043	180	10170
Denver	0	28	719	1	1	257	10	1006
Kansas City	0	63	1356	0	3	189	29	1611
New York	1	19	2407	1	1	52	40	2481
Philadelphia	0	23	2478	0	1	200	55	2702
San Francisco	0	17	1495	0	2	84	23	1598
Seattle	0	8	7762	0	1	729	172	8500
	0	0	0	0	0	0	0	49

ALL CORRESPONDENCE

Correspondence

Red – Due in 3 or Less Business Days

Yellow – Due in 4-6 Business Days

Green – Due in 7+ Business Days

#	Originator	Beneficiary Name	Due Date	CMS Caseworker	Case ID
10101	Doe	Private	09-Aug-17	Caseworker Jones	
10103	SWIFT-OSORA		10-Aug-17	Caseworker Jones	
10104	SEN. MCCASKILL		12-Aug-17	Caseworker Smith	E1701010101
10106	McCaskill		12-Aug-17	Caseworker Powell	E1702020202
10108	Grassley		14-Aug-17	Caseworker Bennett	
10109	REP. JSMITH		16-Aug-17	Caseworker Jones	E0102010201
10111	McCaskill		18-Aug-17	Caseworker Smith	
10112	Grassley		19-Aug-17	Caseworker Powell	
10114	McCaskill		20-Aug-17	Caseworker Bennett	

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THE REPORT CARD

June 2017 DMHPO Report Card

CLOSE HOLD – DO NOT SHARE

CTM Complaint Closures-CMS Responsibility

225

Plan Requests

Requests received – 308

Approved – 256

Denied – 52

Marketing Material Reviewed

Deemed – 0

Approved – 5

Add SA/LIS —3

Withdrawn —0

Disapproved —0

Average 45 day Processing Time – 3

Average 10 day Processing time – 0

HICS Casework

Total casework resolved-1223

(Includes plan issue and CMS issue)


SEP Workload

Total SEP casework resolved - 63

Congressional Correspondence

33 — 0 untimely

WHO IS IMPACTED?

- ▶ There are timeline requirements for all elements of the Daily Dashboard.
 - ▶ These timeliness impact:
 - ▶ Beneficiaries and consumers who are looking for timely responses and resolutions to their issues and needs
 - ▶ Locally our staff's ability to manage workload requirements and expectations
 - ▶ This data is monitored nationally and is reported weekly in the our Weekly Operations Report, and monthly, and quarterly for a Key Indicator Report.
- 

OUR RESULTS: BIG IMPACT!

- ▶ Our correspondence timeliness has been 100%
- ▶ Mandatory Training timeliness has been 100%
- ▶ Marketing timeliness has been 100%
- ▶ Plan requests has remained >95%
- ▶ Casework Timeliness has remained >95%



“ I never did anything
by *accident...*
my inventions...
came by
work.”

Plato

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